



STATE OF ARKANSAS  
**TOWING & RECOVERY BOARD**  
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Insurance Representative  
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**Wayne Edwards,**  
Vice –Chairperson  
Zone 4 Non-Consent  
Representative  
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**Arlon Hickman,**  
Treasurer  
Citizen Representative  
(870) 741-0032

**Mary Thoma,**  
Zone 3 Non-Consent  
Representative  
(479) 839-2400

**Avon Phillips, Jr.,**  
Zone 2 Non-Consent  
Representative  
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**Charles Bokker, Jr.**  
Zone 1 Non-Consent  
Representative  
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**E.L. Jacobs,**  
Consent Only  
Representative  
(479) 963-3794

**Ronnie Walker,**  
Consent Only  
Representative  
(501) 321-2852

**Noel Foster**  
Citizen Representative  
(870) 247-1414

## MINUTES

October 21, 2008

The Arkansas Towing & Recovery Board convened on Tuesday, October 21, 2008 at 9:30 a.m. in the 4<sup>th</sup> floor conference room of the Attorney General's Office at 323 Center Street, Little Rock, Arkansas. Chairperson Glenna Butler called the meeting to order with roll call. Chairperson Glenna Butler, Vice-Chairperson Wayne Edwards, Treasurer Arlon Hickman, and Members: E. L. Jacobs, Mary Thoma, Avon Phillips Jr., Ronnie Walker, Charles Bokker, Jr., and Noel Foster were in attendance. Board Director Cynthia Lauen, Board Investigator Gary Ashcraft, Board Consultant B.G. Hendrix, and Assistant Attorney General Don Barnes were also, present. Clerical Assistant April Staggs, on vacation, was not present.

Chairperson Butler confirmed members had received the Minutes from the September 23, 2008 meeting with a Motion by Jacobs and a second by Hickman, the Board voted 9-0-0 to accept the Minutes as written.

Treasurer Hickman reported expenditures of \$ 3751.28 and revenues of \$ 13,713.29 for a checkbook balance as of October 21 2008 of \$ 107,538.62. Director Lauen reported a correction was made to the Treasurer's Report for the September 23, 2008 meeting. (Note: Copy Treasurers' Reports are filed with these Minutes).

Chairperson Butler welcomed guest, Kay McKnight, Board member Mary Thoma's mother.

### On-Going Business

- Progress Report:** Lauen reported as of October 20, 2008: 48 non-consent safety licenses; 55 new, 45 1<sup>st</sup> renewal, and 40 2<sup>nd</sup> renewal non-consent permits; 22 consent safety licenses, 22 new, 12 1<sup>st</sup> renewal, 06 2<sup>nd</sup> renewal and 02 Trailer consent permits were issued, 20 walk-in applications, 04 applications with deficiencies, and 21 unprocessed applications. (Note copy of Clerical Report is filed with these Minutes).
- Complaints Report:** Ashcraft reported as of October 20, 2008: 23 telephone complaints, 18 written complaints, and 07 Notices of Non-renewal were sent. An estimated 64 pending complaint investigations, 04 pending complaint hearings, and 16 closed complaints. 00 Offer of Settlements were sent. The complaints were broken down into itemized categories on the report. (Note: copy of Complaint Report is filed with these minutes)
- Administrative Appeals:** Attorney Barnes reported on 2 complaints on appeal:
  - Complaint No. 06-12-158** Asher Wrecker Service, Inc. Attorney Barnes reported waiting on a briefing schedule.
  - Complaint No. 08-11-061 and 08-12-070:** Steve's Auto Center of

Conway, Inc, Motion to Dismiss was filed by Attorney Barnes.

**Old Business**

1. **Arkansas State Police:** Ashcraft reported we continued work with Captain Mark Allen.
2. **Legislative Committee:** Lauen reported the meeting was scheduled for after adjournment of this regular meeting.
3. **Budget Committee:** Lauen reported all requests were denied by Office of Budget for the fiscal years of FY 2010 and FY 2011. The meeting before the Budget committee was held and we were present. No additional information was known about the budget .

**Other Business**

1. **Next Meetings:** December 16, 2008, 2<sup>nd</sup> floor conference room, Tower Building, 323 Center, Little Rock, Arkansas.

Meeting adjourned 11:00 a.m.

Signed \_\_\_\_\_  
Glenna Butler, Chairperson or  
Wayne Edwards, Vice-Chairperson

Attest \_\_\_\_\_  
Cynthia Lauen, Director

Approved \_\_\_\_\_ (Date)